

Ref: MLLSEC/91/2024

25 June 2024

To,

BSE Limited,
(Security Code: 540768)
Phiroze Jeejeebhoy Towers,
Dalal Street, Fort,
Mumbai - 400 001

National Stock Exchange of India Ltd.,
(Symbol: MAHLOG)
Exchange Plaza, 5th Floor, Plot No. C/1, "G" Block,
Bandra-Kurla Complex, Bandra (East),
Mumbai – 400 051

Dear Sirs

Sub: Business Responsibility and Sustainability Report for the financial year 2023-24 - Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations")

In compliance with Regulation 34(2)(f) of the SEBI Listing Regulations, please find enclosed herewith the Business Responsibility and Sustainability Report ("BRSR") of the Company for the financial year 2023-24. The BRSR also forms part of the Integrated Annual Report for the financial year 2023-24, submitted to the Stock Exchange(s) vide letter dated 25 June 2024, which is also available on the website of the Company at: <https://mahindralogistics.com/financial-results/annual-result/>.

This intimation is also being uploaded on the website of the Company and can be accessed at <https://mahindralogistics.com/corporate-announcement/>.

Thanking you,
For **Mahindra Logistics Limited**

Jignesh Parikh
Company Secretary

Enclosure: As above

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1.	Corporate Identity Number (CIN) of the Listed Entity	L63000MH2007PLC173466
2.	Name of the Listed Entity	Mahindra Logistics Limited
3.	Year of incorporation	24 August 2007
4.	Registered office address	Mahindra Towers, P.K. Kurne Chowk, Worli, Mumbai - 400018, Maharashtra
5.	Corporate address	Arena Space, 10 th & 11 th Floor, Plot No. 20, JVLR, Nr. Majas Bus Depot, Jogeshwari (East), Mumbai - 400060, Maharashtra
6.	E-mail	cs.mll@mahindralogistics.com
7.	Telephone	022 6836 7900
8.	Website	www.mahindralogistics.com
9.	Financial year for which reporting is being done	April 2023 to March 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE Ltd.) & BSE Limited (BSE Ltd.)
11.	Paid-up capital	₹ 72,03,61,510 (as on 31 March 2024)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	
	Ms. Swayantani Ghosh	Telephone: 022 6836 7914; E-mail: ghosh.swayantani@mahindralogistics.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis.
14.	Name of assurance provider	Not Applicable.
15.	Type of assurance obtained	Not Applicable.

II. PRODUCTS/SERVICES

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of main activity	Description of business activity	% of Turnover of the entity
1	Transportation by road	Freight transport services	77
2	Warehousing services	Supporting transport service	23

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/service	NIC Code	% of total turnover contributed
1	Freight transport services (transportation by road)	49231	77
2	Supporting transport service (warehousing services)	52109	23

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

III. OPERATIONS

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	1,000+ operating locations (inclusive of transportation sites)	14	1,014
International	0	0	0

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	0

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Not Applicable. As an organisation, MLL is not directly involved with any export of goods or services.

c. A brief on types of customers

1. **Automotive** - Mahindra Logistics Limited ("MLL" or "the Company") offers fully integrated solutions spanning multi-modal transportation (inbound and outbound), warehousing solutions, stores and linefeed services, yard management, large contractual workforce management, just-in-time services, aftermarket logistics, return logistics, and layout & process design support, among others, for the automotive industry. With industry expertise, an extensive partner network and state-of-the-art technology, MLL creates value across different sub-sectors of the auto industry. We provide efficiencies derived from bespoke solution design, customised technology and specialised skill building. We optimise cost, quality, and speed for some of the largest OEMs in the auto sector. Our resources and expertise span across sub-segments of auto, such as two-wheelers, four-wheelers, heavy vehicles, tractor & farm, auto components, and auto aftermarket & spares, among others, with footprints all over India.

2. **Engineering & Manufacturing** - MLL provides services to the Manufacturing and Engineering industries to significantly boost both productivity and effectiveness through various offerings that encompass everything from order management, logistics solutions, production support, and lean warehousing. We ensure our customers consistently meet and exceed expectations at every touchpoint through benchmarking, developing quality and compliance strategies across the entire value chain. We help our customers redefine their solution vision so that the impact is much greater than their expectations. Our resources and expertise are spread across segments like capital goods, heavy machinery/equipment, light engineering products such as castings, forgings, and fasteners, semiconductors, power generation & transmission equipment, and ferrous & non-ferrous metal products & parts, among others, with footprints all over India.
3. **FMCG & Consumer Durables** - MLL offers integrated solutions from design to delivery, managing warehousing and distribution centres, secondary and last-mile transportation, and optimising distribution systems and networks for FMCG, consumer durables, apparel and large retailers. We provide a whole suite of multi-channel and direct-to-market offerings using best-in-class technology.
4. **Pharma** - MLL provides differentiated and customised logistics solutions at every step of the supply chain to pharmaceutical and life sciences companies. Our solutions for the pharma industry range from the delivery of raw materials into the manufacturing process to the delivery of finished drugs and medical equipment. From freight forwarding, customs clearance, transportation, and warehousing to the responsible destruction of expired products and refurbishment, we provide integrated solutions to meet the logistics needs of the industry.
5. **Telecom** - MLL offers a broad base of logistics solutions for network operators of large telecom firms in India. From services such as storage, distributions, and returns to highly

specialised and technical offerings, such as maintenance, network expansion, and critical parts delivery, we offer end-to-end logistics services to the telecom industry. Our pan-India reach and unique sector experience make us the preferred supply chain partner in the telecom industry.

- 6. Ecommerce** - MLL offers complete end-to-end logistics solutions with a focus on speed, safety, and reliable nation-wide delivery services for the e-commerce industry. Understanding scalability, flexibility, focus on customer experience, and leveraging the right technology has made us one of the largest partners in the e-commerce industry. Be it storage and processing, automation and robotics, transportation, or last-mile deliveries, we provide integrated solutions with the highest levels of performance and reach, creating an unmatched blend of capabilities and offerings for the industry. Our solutions come with the advantages of agility and scalability, which gives us the capacity to handle high

volumes of e-commerce transactions during peak season.

- 7. Commodities** - MLL offers customised transportation services as per the requirements and logistics planning for a wide variety of commodities & heavy industries. We apply a blend of network redesign, the best in telematics, and transportation management for cost optimisation and maximising efficiency. We also provide consulting services uniquely designed for each of our customers, coupled with control tower operations for various industries. Our experiences over the years have helped us understand the businesses of our clients effectively. We are equipped to deliver innovative and unique transportation and warehousing solutions. And by understanding the specific requirement, we design a tailor-made solution, combining the required logistics components. The solution can range from a simple freight forwarding service to a highly sophisticated and integrated end-to-end logistics solution.

IV. EMPLOYEES

20. Details as at the end of financial year:

- a. Employees and workers (including differently abled)*:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3,740	3,319	88.74	420	11.23
2.	Other than Permanent (E)	267	260	97.38	7	2.62
3.	Total employees (D + E)	4007	3,579	89.32	427	10.66

* Permanent employees comprise full-time employees and probationers on the payroll of MLL. Other than permanent employees, there are management trainees, fixed term contact and graduate trainees on the payroll of MLL. Workers' category is not applicable to MLL as it is managed by business associates (BAs). One headcount from permanent category identifies as others, hence there is difference in aggregate of male and female employees.

- b. Differently abled Employees and workers*:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	10	9	90.00	1	10.00
2.	Other than Permanent (E)	0	0	0.00	0	0.00
3.	Total differently abled employees (D + E)	10	9	90.00	1	10.00

* Workers' category is not applicable to MLL as it is managed by business associates (BAs).

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	3*	0	0.00%

* Key Managerial Personnel includes MD & CEO, CFO and CS.

22. Turnover rate for permanent employees (Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate)			FY 2022-23 (Turnover rate)			FY 2021-22 (Turnover rate)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24%	34%	25%	31%	36%	32%	19%	36%	20%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Mahindra and Mahindra Limited	Holding	58.04	Yes
2	Lords Freight (India) Private Limited	Subsidiary	99.05	Yes
3	2 x 2 Logistics Private Limited	Subsidiary	55.00	Yes
4	MLL Express Services Private Limited (Formerly known as Meru Travel Solutions Private Limited)	Subsidiary	100.00	Yes
5	MLL Mobility Private Limited (Formerly Meru Mobility Tech Private Limited)	Subsidiary	100.00	Yes
6	V-Link Freight Services Private Limited	Subsidiary	100.00	Yes
7	MLL Global Logistics Limited (Incorporated in UK)	Subsidiary	100.00	No
8	Zipzap Logistics Private Limited	Subsidiary	60.00 (On a fully diluted basis)	No

VI. CSR DETAILS

24. (i)	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
(ii)	Turnover (in ₹)	4,529.90 crores
(iii)	Net worth (in ₹)	668.63 crores

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

MLL is committed to conducting its business in accordance with applicable laws, rules, and regulations and the highest standards of business ethics, honesty, integrity, and ethical conduct. MLL has adopted a Code of Conduct for Directors, Senior Management and Employees. This policy is in addition to and an extension of the Code, Policies, and Structure of Corporate Governance. MLL's Whistleblower Policy is available at: <https://mahindralogistics.com/tabs/cms/files/Whistle-Blower-policy.pdf>

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	(If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities*	No	-	-	-	-	-	-	-
Investors (other than shareholders)	Yes	https://mahindralogistics.com/tabs/cms/files/MLL%20Investor%20Grievance%20Redressal%20Policy.pdf	0	0	-	0	0	-
Shareholders			0	0	0	0	0	-
Employees and workers	Yes	-	11	1	-	5	0	-
Customers	Yes	-	3025	0	-	3404	388	-
Value Chain Partners	Yes	Our business associates can connect with us at: basupport@mahindralogistics.com	386	0	100% closure	399	7	98% of complaints closed at the end of FY 22-23, 7 complaints were carried forward and closed in FY 23-24

* MLL is well-connected to the urban/rural communities in and around its operations. We have listening mechanisms where we understand the needs of the community and attempt to address them as per our CSR policy and management principles.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate, Environment and GHG	R	Transportation being the main activity, we are conscious of our contributions to climate change in the form of emissions.	We are a signatory to the Science Based Target initiative (SBTi) and are committed to becoming carbon neutral by 2040. In addition, we are a member of The Climate Pledge (TCP), collectively putting in efforts along with other member organisations to mitigate climate change.	Negative: Increased operating costs in meeting the environmental standards, low willingness among stakeholders to share/bear the additional cost
2	Customer satisfaction	O	It is among the top priorities and is very important for our continuously growing business.	Continuous formal and informal interactions with customers and annual customer satisfaction surveys assist in understanding the exact requirements and resolution of queries on a periodic basis.	Positive: Improve competitiveness and adapt to client expectations by leveraging our expertise in low-carbon solutions.
3	Energy efficiency	O	Energy efficiency helps organisations in both aspects of environmental impact and cost	This is addressed through our Accelerated Cost Efficiency (ACE) energy efficiency project implemented across locations with set targets	Positive: Cost savings and reduction in negative environmental impact
4	Employee training and development	O	Well-trained employees contribute positively to the operational performance of the organisation	Training needs are identified at the start of the year, and it is ensured that relevant training is imparted to the employees. Training has been incorporated as a mandatory KRA for all employees	Positive: Facilitate a best-in-class employee experience, thereby impacting our ability to attract, hire, train, engage and retain quality talent
5	Ethics and Code of Conduct	R	Employees deviating from the norms of ethics and the code of conduct may have a serious effect on the organisation's reputation	MLL's CoC is a wholesome document and covers all aspects, with regular trainings imparted to employees	Negative: Impact on the Company's reputation and stakeholder trust

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Focus on renewable energy	O	Renewable Energy helps organization reduce their environmental impact.	All our new BTS and select brownfield facilities have rooftop solar installations.	Positive: Ensuring sustainable growth of the Company with contributions towards the environment
7	Occupational health and safety	R	Health & safety is among the top priorities, as any accident has a major impact in terms of cost, life, and reputation, among others	MLL is ISO 45001 certified, and regular trainings are imparted to employees across locations through various channels	Negative: Impact on the Company's reputation and employees & partners' trust in the organisation
8	Corporate governance	R	Strong corporate governance helps achieve the organisation's purpose and mission and mitigates risk that undermines stakeholder trust, reputation and disrupts business.	Corporate governance framework	Negative: Impact on the Company's reputation and stakeholder trust
9	Supply chain sustainability	O	Functioning on an asset-light model makes our operations heavily dependent on our suppliers or business associates (BAs) and hence sustainable operations of our BA's play a critical role for our operations	BA engagement cell plays a vital role for keeping a regular connect with our BAs ensuring smooth operations, regular updates, conducting awareness sessions, skill building etc. Select BAs were involved in Sustainable Supplier Impact Program organised by UNGC	Positive: Well performing and compliant BAs will provide efficient and uninterrupted services ultimately ensuring smooth and prospering business
10	Community	R	Community is a very important stakeholder for any business and can have extreme impacts positive/negative. The mandate on CSR spend as per the regulations by the government for the community with its publication in public domain is another important aspect that can impact a business activity.	MLL is well connected to the urban/rural communities in and around its operations with listening mechanisms to understand the needs of the community and attempt to address them as per our CSR policy.	Negative: Impact on the Company's reputation and stakeholder trust

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

THIS SECTION IS AIMED AT HELPING BUSINESSES DEMONSTRATE THE STRUCTURES, POLICIES AND PROCESSES PUT IN PLACE TOWARDS ADOPTING THE NGRBC PRINCIPLES AND CORE ELEMENTS.

Disclosure Questions	1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	b. Has the policy been approved by the Board? (Yes/No)	c. Web Link of the Policies, if available
Policy and management processes			
P1 Ethics & transparency	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf https://mahindralogistics.com/tabs/cms/files/Whistle-Blower-policy.pdf https://mahindralogistics.com/tabs/cms/files/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/tabs/cms/files/Policy-for-determination-of-materiality-for-disclosure-of-events-or-information.pdf https://mahindralogistics.com/tabs/cms/files/Code-of-Practices-and-Procedures-for-fair-disclosure-of-UPSI.pdf https://mahindralogistics.com/tabs/cms/files/Dividend-Distribution-Policy.pdf MLL's intranet portal (TheHive)
P2 Product responsibility	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf https://mahindralogistics.com/tabs/cms/files/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/tabs/cms/files/MLL-Sustainability-Policy.pdf MLL's intranet portal (TheHive)
P3 Human resources	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf https://mahindralogistics.com/tabs/cms/files/Whistle-Blower-policy.pdf MLL's intranet portal (TheHive)
P4 Responsiveness to stakeholders	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/MLL-Sustainability-Policy.pdf https://mahindralogistics.com/tabs/cms/files/MLL-CSR-Policy.pdf https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf MLL's intranet portal (TheHive)

Disclosure Questions	1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	b. Has the policy been approved by the Board? (Yes/No)	c. Web Link of the Policies, if available
P5 Respect for human rights	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf https://mahindralogistics.com/tabs/cms/files/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/tabs/cms/files/Whistle-Blower-policy.pdf MLL's intranet portal (TheHive)
P6 Responsible lending	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/MLL-CSR-Policy.pdf https://mahindralogistics.com/tabs/cms/files/Policy-for-determinig-Material-RPTs.pdf https://mahindralogistics.com/tabs/cms/files/MLL-Sustainability-Policy.pdf MLL's intranet portal (TheHive)
P7 Public policy advocacy	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf
P8 Inclusive growth	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf https://mahindralogistics.com/tabs/cms/files/MLL-CSR-Policy.pdf MLL's intranet portal (TheHive)
P9 Customer engagement	Yes	Yes	https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf MLL's intranet portal (TheHive)
Disclosure Questions	2. Whether the entity has translated the policy into procedures. (Yes / No)	3. Do the enlisted policies extend to your value chain partners? (Yes/No)	4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.
P1 Ethics & transparency	Yes	Yes	ISO 9001, UNGC Principles, UN SDGs, National Guidelines on Responsible Business Conduct (NGRBC), Great Place to Work (GPTW) Certified, UNWEP Certified
P2 Product responsibility	Yes	Yes	ISO 9001, ISO 14001
P3 Human resources	Yes	Yes	ISO 9001, ISO 45001, GPTW Certified

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Disclosure Questions		2. Whether the entity has translated the policy into procedures. (Yes / No)	3. Do the enlisted policies extend to your value chain partners? (Yes/No)	4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.
P4	Responsiveness to stakeholders	Yes	Yes	ISO 9001, ISO 14001, ISO 45001
P5	Respect for human rights	Yes	Yes	ISO 45001, GPTW Certified, UNGC Principles
P6	Responsible lending	Yes	Yes	ISO 9001, ISO 14001, ISO 45001
P7	Public policy advocacy	Yes	Yes	ISO 9001, GPTW Certified
P8	Inclusive growth	Yes	Yes	ISO 9001, GPTW Certified, UNWEP Certified
P9	Customer engagement	Yes	Yes	ISO 9001, ISO 27001

Disclosure Questions		5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.
P1	Ethics & transparency	MLL has ESG and other business commitments with detailed goals & yearly targets, and the progress against these targets is communicated through the Integrated Annual Report and other stakeholder disclosures, such as investor presentations in the public domain. Commitments: 1. Carbon neutrality by 2040. 2. Approved Science Based Targets initiative by SBTi. a. Reduce 88% of Scope 1 and 2 emissions per employee by 2033, with 2018 as the base year. b. Reduce 69% of Scope 3 emissions per million km by 2033, with 2018 as the base year. 3. MLL is a signatory to The Climate Pledge, a commitment to being net zero carbon by 2040. a. We measure and report greenhouse gas emissions on a regular basis. b. Implement decarbonisation initiatives: like efficiency improvements, renewable energy, material reductions, reducing transport carbon footprint, introducing EVs and enhancing the eDel fleet, low-carbon fuels like CNG, the use of multimodal transport like rail, load consolidation & route optimisation and other carbon emission elimination strategies. c. Define strategy and take actions to neutralise any remaining emissions with additional, quantifiable, real, permanent, and socially beneficial offsets to achieve net zero annual carbon emissions by 2040.	
P2	Product responsibility		
P3	Human resources		
P4	Responsiveness to stakeholders		
P5	Respect for human rights		
P6	Responsible lending		
P7	Public policy advocacy		
P8	Inclusive growth		
P9	Customer engagement		

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	MLL is committed to delivering a sustainable future by accelerating commerce and empowering communities to RISE. The Company's sustainability strategy is linked to its business strategy, as we aspire to be an employer of choice, a provider of choice, and an investment of choice. Information on ESG-related challenges is elaborated in the Managing Director & CEO's Message in this report.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Rampraveen Swaminathan Managing Director & CEO
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Yes. The CSR Committee of the Board oversees business responsibility and progress on our sustainability ambitions.</p> <p>The CSR Committee of the Board constituted in compliance with the provisions of the Act read with the applicable rules made thereunder consists of four Directors as on 31 March 2024, of whom one half are Independent Directors.</p> <p>Details of the composition of the CSR Committee as on 31 March 2024 is given hereunder:</p> <p>Mr. Ranu Vohra, Independent Director - Chairman Ms. Malvika Sinha, Independent Director - Member Mr. Rampraveen Swaminathan, Managing Director and CEO - Member Mr. Naveen Raju, Non-Executive Director - Member</p>

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by																										
	Director/Committee of the Board/ Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other - please specify)																	
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9									
Performance against above policies and follow up action	Committee of the Board									Annually																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board									Annually																	
11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	<table border="1"> <tr> <th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>P5</th><th>P6</th><th>P7</th><th>P8</th><th>P9</th> </tr> <tr> <td colspan="9">Yes. TUV Rheinland (ISO9001, 14001 and 45001), DNV (independent assurance as a part of the Mahindra Group sustainability report)</td> </tr> </table>									P1	P2	P3	P4	P5	P6	P7	P8	P9	Yes. TUV Rheinland (ISO9001, 14001 and 45001), DNV (independent assurance as a part of the Mahindra Group sustainability report)								
P1	P2	P3	P4	P5	P6	P7	P8	P9																			
Yes. TUV Rheinland (ISO9001, 14001 and 45001), DNV (independent assurance as a part of the Mahindra Group sustainability report)																											

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1 - BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	On-going- Multiple trainings throughout the year	Familiarisation sessions for the Directors of the Company cover issues related to Safety, Health and Environment, Strategy/Industry Trends, Ethics & Ethics, Governance and Legal & Regulatory matters. These matters are also regularly discussed and deliberated upon in Board meetings, the Board's Audit Committee meetings, and other committees. Details of familiarisation programmes given to Directors are available at: https://mahindralogistics.com/tabs/cms/files/Familiarization%20Program%20for%20Independent%20Directors%20FY%202024.pdf and also disclosed in the Report on Corporate Governance, forming part of this Integrated Annual Report.	100%
Key Managerial Personnel	2	- MLL Code of Conduct - Prevention of sexual harassment	50%

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Employees other than BoD and KMPs	-	- MLL Code of Conduct - Prevention of sexual harassment - Diversity & Inclusion	-100% (This has been covered by making employees go through the Code of Conduct policy and it in the HRMS system). -51% (PoSH) -37% (D&I)

Workers' category is not applicable to MLL as it is managed by business associates (BAs).

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

NGRBC Principle	Monetary			
	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/fine	Department of Commercial Tax, Telangana	1.75 Crores	Note 1	Yes
Settlement	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil
Non-Monetary				
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

Note 1: The Company had filed an appeal with the Telangana VAT Appellate Tribunal for Assessing Officer disallowing VAT levied by the Company at 5% under the Composite Scheme. For period April 2015 to June 2017, the Assessing Officer had ordered levy of VAT @ 14.5% under section 4(8) of the Telangana Value Added Tax Act, 2005 and issued demand order of ₹ 13.98 crore and penalty of ₹ 3.50 crore. Being aggrieved by order, the Company had preferred an appeal before the Appellate Tribunal against the penalty.

The Office of the Addl. Commissioner of State Tax at Telangana State, Hyderabad has vide its Order dated 11 October 2023 partially allowed the appeal filed by the Company and granted conditional stay on 50% of the disputed penalty (₹ 1.75 crore) and directed the Company to pay balance portion of 50% of the disputed penalty with the Appellate Deputy Commissioner, Punjagutta Division, Hyderabad. ("ADC") excluding the amount which has already been paid by the Company to the ADC.

Accordingly, the petition filed by the Company for stay of penalty is partially allowed. The stay will be in force till disposal of the appeal by the ADC.

The Company has made the disclosures on the above to the Stock Exchanges on 14 August 2023 and further development on 13 October 2023.

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institution
During the financial year 2023-24, with respect to the case mentioned in Note 1 in Question 2 above, the Company has preferred an appeal before the Telangana VAT Appellate Tribunal against the penalty.	

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Does the entity have an anti-corruption or anti-bribery policy?

If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. MLL's Code of Conduct is a comprehensive document that covers applicable laws and regulations, including anti-bribery, anti-corruption, and ethical handling of conflicts of interest. It guides us to set a common standard of ethical approach that consistently reflects in our behaviour and business dealings.

<https://mahindralogistics.com/tabs/cms/files/Code-of-Conduct-for-Employees-and-Directors.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	22	17
Workers	0	0

6. Details of complaints with regard to conflict of interest:

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable.

8. Number of days of accounts payables (Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	85 days	81 days

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	Nil	Nil
	b. Number of dealers/distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	4.36%	2.25%
	b. Sales (Sales to related parties /Total Sales)	66.01%	60.20%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	Nil	100%
	d. Investments (Investments in related parties /Total Investments made)	88.94%	79.58%

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
36	Vendor Code of Conduct (Ethics, Human Rights, Environment & Safety), Women Empowerment, Communication Skills, and Digital Onboarding & Payment Process, among others. The Sustainable Supplier Impact Programme (SSIP), developed on UNGC principles was conducted for our Business Associates.	Not Available

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes The Company has processes in place to avoid/manage conflicts of interest involving members of the Board. Every Board member discloses the names of the entities or arrangements in which they are interested, which are brought to the attention of the Board, wherever required.

The Board of the Company, including its subsidiaries, has adopted a Code of Conduct for Directors, Senior Management, and Employees that provides direction and principles to be followed while performing duties, manages conflicts, and conducts its activities in an ethical and transparent manner. The Code specifically requires that any person who considers that they are potentially in a situation of conflict of interests owing to their other activities outside the Group, family relationships, personal assets, or any other reason, should immediately notify this fact to the Chairman of the Board (in the case of Directors), who will review the question and determine a proper course of action, including whether consideration or action by the full Board is necessary.

Directors involved in any conflict or potential conflict situations should recuse themselves from any discussions or decisions concerning those matters.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

PRINCIPLE 2 - BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

ESSENTIAL INDICATORS

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	5.30%	5.98%	Introduction of customised 2W in our last-mile delivery fleet to mitigate our emissions.
Capex	19.35%	33.96%	Electrical vehicles (eDel) for electrifying last-mile delivery. MHEs, which are battery-operated and benefit the environment.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No).

Yes.

b. If yes, what percentage of inputs were sourced sustainably?

We are a 3PL Company and do not source raw materials. However, most of our procurement decisions follow the principles of sustainable sourcing. Some examples are:

- Electric vehicles for electrifying our last mile delivery business eDel (>35% electrified operations). In addition to EVs, MLL is also using alternate fuel based vehicles like CNG.
- Eco-pallets replacing plastic pallets: A new sustainable product Eco-pallets that are made from post-consumer recycled wood with a patented Polyurethane coating. Around 2500 eco-pallets were deployed at majority of our warehouses across all business verticals. We are in the process of developing other local vendors capable of sourcing environment friendly pallets.
- Renewable Energy(RE) constituted to around 11% of MLL's total energy consumption. RE is generated on site through the Solar rooftop panels set up at our BTS and few other facilities.
- Use of green concrete without compromising on the strength and avoiding emissions. Around 200 tonnes of CO₂e avoided by using green concrete at our BTS facility. Plan to ensure use of green concrete at all new upcoming facilities.
- Green Infrastructure: We have curated built-to-suit warehouses (BTS), a customer offering that primarily consists of IGBC-certified green warehouses. Our head office in Mumbai and regional offices in Hyderabad and Delhi are based in IGBC-certified green buildings. We have charging infrastructure for EVs at our BTS facilities.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

MLL is a 3PL Company that is mainly a service provider and not into the production of finished goods. The Company only deals with providing services, with respect to warehousing and transport solutions to clients, while focussing on the utilisation of low-carbon materials and circularity.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable.

LEADERSHIP INDICATORS

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

MLL is a 3PL company that is mainly a service provider and not into the production of finished goods. Till date, MLL has not conducted any LCA study for any of the services that we are providing as a part of our business.

2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Not Applicable. MLL is a 3PL Company, and we don't manufacture any products.

3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Not applicable. MLL is a 3PL Company, and we don't manufacture any products.

4. **Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Not applicable. MLL is a 3PL Company, and we don't manufacture any products.

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Not applicable. MLL is a 3PL Company, and we don't manufacture any products.

PRINCIPLE 3 - BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

ESSENTIAL INDICATORS

1. a. **Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Total Permanent and Other than Permanent Employees											
Male	3,579	3,579	100	3,579	100	0	0.00	3,579	100	0	0.00
Female	427	427	100	427	100	427	100	0	0.00	8	1.88
Total	4,007	4,007	100	4,007	100	427	10.65	3,579	89.31	8	0.20

The reported figures indicate total employees eligible for the benefits during the reporting year.

- b. **Details of measures for the well-being of workers:**

This category is not applicable to MLL.

- c. **Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -**

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.18%	0.14%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	17	82	Y	20	83	Y

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes. MLL is committed to the recruitment of people with disabilities. Roles were identified at the corporate office as well as at various operations sites for persons with disabilities so that they could be provided with an opportunity to develop their careers in their respective areas of specialisation. The organisation identified and engaged with specific partners, specialising in hiring and sensitisation with respect to persons with disabilities. To ensure that the work environment was conducive, infrastructural modifications were made based on an audit conducted by an external consultant.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the entity has a diversity and inclusion policy and MLL Code of Conduct that ensure equal opportunity. <https://mahindralogistics.com/diversity-inclusion/>

5. Return to work and Retention rates of permanent employees and workers that took parental leave*.

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	91.00%	81.00%
Female	84.00%	40.00%
Total	87.50%	60.50%

* Workers' category is not applicable to MLL as it is managed by business associates (BAs).

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief*.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes. A dedicated Appraisal Grievance Redressal mechanism is in place that addresses employee grievances in a timely and effective manner and provides employees with a forum to have their concerns addressed.
Other than Permanent Employees	Yes. The Sanjeevani programme has been curated for the benefit of other than permanent employees to ensure that there is higher engagement and productivity. There are regular Sanjeevani sessions, works committee sessions, and tool-box sessions that are conducted to guarantee that there is a platform to raise their concerns. Through these sessions, grievances are reviewed and addressed for resolution.

* Workers' category is not applicable to MLL as it is managed by business associates (BAs).

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity*:

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of Employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent and Other than Permanent Employees	4,007	426	11	3,946	440	11
- Male	3,579	426	12	3,603	431	12
- Female	427	0	0	343	9	3

* Workers' category is not applicable to MLL as it is managed by business associates (BAs).

8. Details of training given to employees and workers*:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,943	2,172	55	2,842	72	3,603	2,810	78	3,009	86
Female	498	191	38	397	80	343	185	54	271	79
Total	4,441	2,363	53	3,239	73	3,946	2,995	76	3,370	85

* Workers' category is not applicable to MLL as it is managed by business associates (BAs).

The reported figures indicate total number of employees that received training throughout the reporting year (1st April 2023 to 31st March 2024) and hence will be more than the figures reported as a part of the employee count (reported as on 31st March 2024).

9. Details of performance and career development reviews of employees and worker*:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3,205	3,205	100%	3,603	2,462	66%
Female	414	414	100%	343	255	74%
Total	3,619	3,619	100%	3,946	2,717	69%

* Workers' category is not applicable to MLL as it is managed by business associates (BAs).

The reported figures indicate total employees that are eligible for performance review for the period.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)

Yes.

If yes, the coverage such system?

Yes, MLL is certified for Integrated Management System (IMS), which consists of (ISO45001:2018 (Occupational Health and Safety Management System - OHSMS/ ISO14001:2015 Environment Management System (EMS)/ ISO9001:2015 Quality Management System (QMS)) ISO certification.

MLL also follows The Mahindra Safety Way (TMSW) standard consisting of 25 process parameters and 8 result parameters as per the Mahindra & Mahindra Central Safety Council (CSC).

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Work-related hazards are identified under Hazard Identification and Risk Assessment (HIRA) as per the ISO 45001:2018 standard.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.

Yes. We have a web-based and mobile application M-Safe (<https://safety.mahindralogistics.com>), for reporting unsafe acts, unsafe conditions, near misses, first aid cases, road incidents, fire incidents, non-reportable, and reportable incidents.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes. MLL has well-established procedures for health checkups and medical support for their staff as per HR policy.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0.01
Total recordable work-related injuries	Employees	0	0
	Workers	0.16	0.37
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

* Including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

- a. Risk Assessment and Mitigation Plan
- b. Inspection/Audit and Measurement
- c. Competency development through trainings (Fire Safety, Material Handling safety, Electrical Safety, Emergency Preparedness, etc.,)
- d. Review mechanism
- e. Emergency Response Plan
- f. ARVR (Augmented Reality Virtual Reality) training module on Fire Safety & Electrical Safety, MHE safety and Transportation Safety
- g. Tracking and closure of Unsafe Acts & Unsafe Conditions (90%)
- h. Bi-month safety them base inspection
- i. Safety observation tour (SOT).
- j. Reporting and closure of Unsafe Acts & Unsafe Conditions through web-based and mobile application M-Safe (<https://safety.mahindralogistics.com>)

13. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	40,733	5,280	87.03% closure	28,100	26	99.90% closure
Health Safety	24,515	2,197	91.03% closure	18,651	11	99.94% closure

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

- Forming Incident Investigating Team- The line management will form the team within 8 hours of the occurrence of the incident.
- Determining Facts - Incident investigating team will perform tasks like scene recreation through photographs, seek inputs from key personnel like the operator/supervisor, among others.
- Determining Key Factors- Key factors are those circumstances that may have contributed to the occurrence of an incident. This will be determined by performing a root cause analysis.
- Determine Systems to be Strengthened - The systems that need to be strengthened will be identified by determining the key factors.
- Recommending Corrective & Preventive Actions - Based on the key factors determined, corrective and preventive actions will be recommended.
- Documentation & Communication of Findings- The incident investigation report will be made and submitted by the team leader to the leadership team.

LEADERSHIP INDICATORS**1. Does the entity extend any life insurance or any compensatory package in the event of death of****(A) Employees** - Yes**(B) Workers** - Not Applicable.**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

Yes. It is ensured that all clauses on human rights-related aspects like minimum wages, working hours, and freedom of association are part of the Vendor Code of Conduct. Each value chain partner must sign the Vendor Code of Conduct and abide by the clauses. We have a compliance tool in place that tracks the entity's and BA's monthly statutory compliances, which are audited on a monthly basis by our compliance partner. Also, our location HR conducts random checks on BA's statutory payments.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	0	0	0	0

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

- a. Hazard Identification and Risk Assessment
- b. Behavior based Safety
- c. Work Permit System
- d. Contractor safety Management
- e. Transportation Safety
- f. Electrical Safety management
- g. Personal Protective Equipment
- h. Fire Safety Management
- i. Material Handling Safety
- j. Lock Out Tag Out process.
- k. Incident Management
- l. Work at Height Safety
- m. Management of Change
- n. Confined Space Entry
- o. Machine Guarding

PRINCIPLE 4 - BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity.

Stakeholder engagement remains a cornerstone of our operations. Our commitment to collaboration and mutual benefit continues unchanged from the previous year. As a third-party logistics provider, we recognise the indispensable role stakeholders play in fostering the sustainable growth of our Company. Understanding and addressing their needs remains significant to our service delivery process.

Over the years, through our various programmes we have ensured comprehensive coverage of all stakeholders. This engagement programme is designed to yield value for both our Company and each stakeholder group, considering the diverse requirements of different business verticals and their contributions to delivering exceptional service.

We remain steadfast in our dedication to fostering collaborative partnerships that benefit all involved parties.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/ half yearly/ quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Other	Others - Ad-hock, as necessary	Satisfaction surveys, personal visits, newsletters, health & safety training & awareness programmes for the employees of customers, a Control Tower for complete visibility of fleet movement, and participation in the launch of new operations/products.
Employees	No	Other	Others - please specify	Training & capacity building, newsletters, surveys, organisational communication platforms, reward & recognition, and employee involvement in the CSR activities of the Company.
Business partners	No	Other	Others - please specify	<ul style="list-style-type: none"> Office visits, periodic mailers, newsletters, meetings with the CEO and senior leadership. Training drivers on safe driving. Business partner development, reward & recognition programmes, toll-free helpdesk, satisfaction surveys, and involvement in the Company's CSR activities.
Shareholders/ investors	No	Newspaper	Others - please specify	Press releases, statutory & voluntary disclosures, personal meetings, and presentations.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/ half yearly/ quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government & regulators	No	Other	Others - please specify	Policy interventions in the interest of the industry through trade bodies.
Local communities	Yes	Other	Others - please specify	Various CSR activities, in association with NGOs, or directly based on need assessment, and employee volunteering, among others.

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Sustainability leadership starts with our Board of Directors and extends throughout MLL. 'ESG mandate' is a part of our CEO policy and priorities, which are cascaded to all business verticals with targets. Considering the key challenges and opportunities sustainability presents to the company, a Risk Committee and Corporate Social Responsibility (CSR) Committee have been constituted at the Board level to oversee the Company's policies, programmes, and strategies related to environmental stewardship, climate change, responsible investment, corporate citizenship, health and safety, human rights, human capital management and ESG risk management; as well as other social and public matters of significance to the company. The CSR committee also reviews and monitors the development and implementation of the Company's sustainability roadmap and reviews the Company's public disclosures with respect to Business Responsibility and Sustainability Report (BRSR) mandated by the Security Exchange Board of India (SEBI). The Sustainability and CSR functional head is accountable for presenting Company strategy, action and performance on ESG materials to the Board of Directors (BOD) and CSR committee at the Board at a regular interval.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. Our ESG aspirations are based on material topics based on our stakeholder consultations. The top material topics were shortlisted and prioritised based on their impact on our stakeholders and our business.

For 2022-23, senior leaders of the organisation were engaged in the materiality matrix refresh and identified key issues pertaining to ESG were considered for the current reporting year as well. The material issues identified after this exercise were used in this report and other strategic decisions of the organisation.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

We focus on promoting building communities, education, including special education, vocational skill development, especially among girls, youths, LGBTQIA+ people, and people with disabilities and restoring the environment. In FY 2023-24, skill development training was imparted to 59 LGBTQIA+, 50 PWDs and 110 women from marginalised communities. MLL provides educational support to girls through our flagship project, Nanhi Kali, an initiative of the K.C. Mahindra Education Trust, which aims to ensure that every girl child in India has access to education. The programme targets beneficiaries from backward communities in Barabanki (Uttar Pradesh) and Nashik (Maharashtra). Moreover, around 867 girls benefitted from this project.

PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS
ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	3,740	3,740	100%	3,603	3,099	86%
Other than permanent	267	267	100%	343	271	79%
Total Employees	4,007	4,007	100%	3,946	3,370	85%

Workers' category is not applicable to MLL as it is managed by business associates (BAs).

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	3,731	2,096	56	1,635	44	3,648	1,616	44	2,044	56
Male	3,311	1,895	57	1,416	43	3,320	1,501	45	1,822	55
Female	420	201	48	219	52	328	115	34	222	66
Other	266	207	78	59	22	298	217	73	77	27
Permanent										
Male	259	201	78	58	22	283	202	72	77	28
Female	7	6	86	1	14	15	15	100	-	-

The difference in the number of employee will be due to the computation cycle that is followed at the organization. Workers' category is not applicable to MLL as it is managed by business associates (BAs).

3. Details of remuneration/salary/wages

- a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)@	6	18,66,000	2	17,86,000
Key Managerial Personnel	3*	1,32,42,470	0	N.A.
Employees other than BoD and KMP	3,567	4,04,916	427	4,70,004

@ Excluding MD & CEO who is included in Key Managerial Personnel

* Key Managerial Personnel include the MD & CEO, CFO and CS.

Workers' category is not applicable to MLL as it is managed by business associates (BAs).

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	12%	11%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

An employee grievance redressal policy has been formulated, which ensures that there is a platform for any employee to raise any genuine problem, concern, or grievance about their working environment or working relationship that they wish to seek redressal through a workflow mechanism.

6. Number of complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	11	1		4	0	All cases resolved
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	0	0	0	-
Wages	0	0	0	0	0	-
Other human rights related issues	0	0	0	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	11	5
Complaints on POSH as a % of female employees / workers	27.28%	-
Complaints on POSH upheld	11	5

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Confidentiality of the Complainant

Any complaints or incidents reported are treated with all possible care, sensitivity, and discretion in protecting the sensibilities of the affected person, and no information is divulged publicly or to any third party that can enable identification of the identity of the affected person.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. These are also incorporated as a part of the Vendor Code of Conduct that needs to be ratified by all our business associates.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

None.

LEADERSHIP INDICATORS**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

The organisation has an Employee Code of Conduct (CoC) in place that covers necessary sections pertaining to human rights grievances/complaints. The Code of Conduct outlines the necessary behaviours that are permissible and those that are not. In addition to this, the organisation also has the Speak Up platform, wherein if any employee witnesses or suspects unethical behaviour, including any violation of the MLL COC or a Company policy, they can reach out to the Ethics Helpline. The Mahindra Group (including MLL) has partnered with an external global company, Convercent, which offers a secure and confidential platform to report issues related to MLL COC violations. This platform ensures an open and transparent culture by providing a secure, independent, and transparent mode of logging complaints.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

None.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. Provisions have been made at specific sites/offices where differently-abled employees operate and where we get differently abled visitors. Our Head Office at Jogeshwari, Mumbai, is one of the examples and well equipped in all senses for the differently abled.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	It is ensured that all clauses on human rights-related aspects like prevention of child labour, forced labour, sexual harassment, and discrimination at the workplace are part of the Vendor Code of Conduct. Each value chain partner must sign the Vendor Code of Conduct and abide by the clauses.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

None.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

PRINCIPLE 6 - Businesses should respect and make efforts to protect and restore the environment

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

As a growing 3PL business, our focus has been to maintain an adequate scope of reporting across years. Customer demand necessitates setting-up of operations in newer geographies, which often results in the closure of old and the opening of new operational facilities. To enhance the scope of reporting in 2023-24, we added facilities to the scope of sustainability reporting, and therefore the performance on most parameters is not comparable with the previous year's performance. **The scope of reporting for FY 2023-24 was enhanced to 50 locations in comparison to the reporting scope of FY 2022-23, which was 21 locations.**

Parameter	FY 2023-24	FY 2022-23
From renewable sources ((in GJ)		
Total electricity consumption (A)	4,454	296
Total fuel consumption (B)	0	0
Energy consumption sources (C) through other	0	0
Total energy consumed from renewable sources (A+B+C)	4,454	296
From non-renewable sources		
Total electricity consumption (D)	30,756	9,908
Total fuel consumption (E)	4,840	712
Energy consumption sources (F) through other	0	0
Total energy consumed from non-renewable sources (D+E+F)	35,596	10,620
Total energy consumed (A+B+C+D+E+F)	40,050	10,916
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations in Cr)	8.84	2.45
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	198	54
Energy intensity in terms of physical Output	N.A.	N.A.
Energy intensity (Total energy/ Full time employees)	10.00	2.77

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	0	0
(iii) Third party water (Bottled)	5,564	1,915
(iv) Seawater / desalinated water	NA	NA
(v) Others (Municipality Water Supply)	5,529	7,259
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	11,093	9,174
Total volume of water consumption (in kilolitres)	11,093	9,174
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (kl/INR Cr)	2.45	2.05
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	54.85	45.61
Water intensity in terms of physical Output	N.A.	N.A.
Water intensity (Total water consumption / Full Time Employees)	2.77	2.33

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment - please specify level of Treatment		
(ii) To Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kilolitres)		

Our operations are not water intensive. The water is mainly used for domestic purposes. All our new built-to-suit (BTS) facilities are equipped with wastewater treatment facilities. The treated wastewater is reused in the facility. We are in the process of deploying infrastructure for measuring the total water at our BTS facilities.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

No.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

At our select state-of-the-art warehouses, we have established monitoring measures. These measures include warehouse air circulation, DG air emission monitoring, temperature, energy, and water usage in conjunction with heat mapping on the air emission movement of trucks and people throughout the warehouse for operational control. The air emissions due to our warehouse operations are insignificant.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	365	53.7
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	6,117	1,954
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	(tCO ₂ e/INR Cr)	1.43	0.45
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		32.05	9.98
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	N.A.	N.A.
Total Scope 1 and Scope 2 emission intensity (Total emissions/ Full Time Employees)	(tCO ₂ e/FTE)	1.618	0.508

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes. We are committed to becoming Carbon Neutral by 2040. Our strategy to achieve carbon neutrality is guided by our SBTi commitment, which focusses on enhancing energy productivity, increasing the renewable energy mix, refining our emissions targets and avoiding carbon emissions. MLL has aligned with SBTi targets for reducing GHG emissions. Some of these measures include:

- a. Optimisation of energy utilization, replacing conventional lighting and other energy equipment with technologically advanced energy efficient equipment and utilisation of natural light during the day time. This has resulted in a saving of 21.5 lakh kWh amounting to a reduction of GHG emissions of around 1500+ tCO₂e.
- b. Electrifying the last mile through eDel and EV deployment in our mobility business.
- c. Reducing customer carbon footprint with dedicated low carbon solutions.

- d. Setting up Solar PV at warehouses.
- e. Evaluating the shift in fuel usage from diesel to alternate fuels like CNG/biodiesel/LNG.
- f. Shift in modes of transport, i.e., road to rail.
- g. Large-scale afforestation.

9. Provide details related to waste management by the entity, in the following format:

Waste management is an important aspect of our warehousing operations which is limited to waste collection, segregation, and disposal to authorised vendors. However, the waste collected is mostly non-hazardous in nature, and the quantities are insignificant.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Being in the service industry at its core, our products are customised logistics solutions catered to a diverse set of industries. Our operations are not waste intensive. The exposure of our operations to hazardous and toxic chemicals is insignificant.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Not applicable. MLL has operational facilities and offices across 28 Indian states. None of these facilities or offices are in ecologically sensitive areas.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not applicable.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).

Yes. As a service provider operating on an asset-light model, the consent to establish or operate is applicable to the Company.

If not, provide details of all such non-compliances, in the following format:

Not Applicable.

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

MLL has planned an internal research-based study to evaluate its presence in water-stressed areas in India. As a result of the study, a detailed plan will be prepared to determine and guide the consumption patterns in these regions.

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	0	0
(iii) Third party water	5,564	1,915
(iv) Seawater / desalinated water	NA	NA
(v) Others (Municipality Water Supply)	5,529	7,259
Total volume of water withdrawal (in kilolitres)	11,093	9,174
Total volume of water consumption (in kilolitres)	11,093	9,174
Water intensity per rupee of turnover (Water consumed / turnover)	2.45	2.05
Water intensity (Total water consumption / Full Time Employees)	2.77	2.33

	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment - please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		

At our BTS warehouses and stock yards, wastewater generated is treated in sewage treatment plants and reused for internal domestic purposes and landscaping.

Total water discharged (in kilolitres)

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

* Categories considered for reporting are Category 8 and Category 9. Intensity reporting for FY 2023-24 was further enhanced and is as per the GLEC Framework; hence the intensity reported for FY 2022-23 is tCO₂e/Mn km and for FY 2023-24 is gCO₂e/tonne-km.

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	7,27,332	4,29,525
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/INR Cr	160.70	96.32
Total Scope 3 emission intensity	gCO ₂ e/tonne-km	168.6	168

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Refer to Annexure on Conservation of Energy, Technology Absorption and Foreign Exchange Earnings & Outgo of the Board's Report of the Company.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

The Mahindra Logistics - India Business Continuity Plan (BCP), from now on referred to as 'the Plan', contains the information required to recover defined critical services in the event of a disaster or emergency.

More than anything else, the BCP is a living document. It requires maintenance as the applications and technologies we deploy increase in sophistication and complexity. Continued changes in the scope and depth of services provided by Mahindra Logistics must be continually reflected in the contents of the BCP.

Its design will reduce the confusion that is inevitable with a disaster or emergency, and ensure that necessary information and materials for recovery will be available. Identifying requirements and documenting roles and responsibilities before the disaster or emergency (and its confusion) occurs will provide organisational structure and well-defined teams throughout the recovery process. Establishing priority for actions and events, in advance, improves decision-making processes and supports personnel who are quite possibly fulfilling unfamiliar roles in a challenging and uncertain environment. Additionally, it identifies anticipated activities for advanced knowledge and planning by Mahindra Logistics employees. This establishes realistic expectations and promotes the teamwork essential to a successful recovery process.

A disaster or emergency is an unforeseen event, whether man-made or natural, that prevents normal operations and results in potentially ruinous damage to the business, and personnel unless corrective actions are taken. The plan is a guide to ensure the 'Business Continuity' of Mahindra Logistics and our customers' automated applications within documented guidelines by means of providing for emergency management and recovery strategies until critical services approaching normalcy are resumed.

Purpose - The primary purpose of this document is to provide pre-agreed actions for the employees of Mahindra Logistics to respond effectively in the event of a disaster or emergency. The main purpose of this document is to enable the Emergency Response Team to effectively respond to any of the identified or unidentified threats to our business. The responsibilities of the Management Team and other relevant sectional/departmental heads have been identified.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Transportation being the main activity of the business undertaken by MLL and working on the asset light model, i.e., it relies heavily on the value chain partners for the assets required for transportation and is very well aware of their contributions to climate change in the form of emissions. As a result, our value chain partners are undertaking initiatives like the incorporation of EVs in their fleets, the fuel shift from diesel to CNG, and planting trees, among others. Several climate change awareness sessions and workshops are also undertaken involving our BAs.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

- The highlight of the FY 2023-24 was the Sustainable Supplier Impact Programme (SSIP), which was conducted with the assistance of the United Nations Global Compact (UNGC) and Accenture. This programme was conducted by the Group Company and 23 Business Associates (BAs) from MLL participated in this five-month programme. Around 34 BA employees completed the self-learning training modules and the online sessions. All these BA employees were honored with programme completion certificates by UNGC.
- Business Associates are implementing sustainability-related projects at their facilities, which they share on a regular basis and that are in turn reported in our Internal BA Newsletter. These initiatives are also shared with other BAs during visits, with the objective of inspiring them to undertake similar initiatives. However, no assessment for environmental impact was done for our partners.

PRINCIPLE 7 - BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

ESSENTIAL INDICATORS

a. Number of affiliations with trade and industry chambers/ associations.

MLL is part of two important industry associations.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	International
2	CII Institute of Logistics - MOVE	National

3. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

None

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity:

MLL has a presence across various bodies and committees within the Confederation of Indian Industries (CII). Notably, our representation extends to key platforms such as the CII National Committee on Logistics and the CII Indian Electric Truck Coalition, where we actively contribute to shaping the Roadmap for Electrification of Trucks and exploring retrofitting possibilities in India.

Moreover, MLL actively fosters innovation at national, regional, and local levels through initiatives like Catapult, aimed at nurturing the startup ecosystem, promoting sustainable fuels, electrification, and a net zero emission agenda. To this end, we partner with relevant authorities, business organisations, technology industry associations, educational institutions, and cause-based organisations in India to build mutually beneficial partnerships.

PRINCIPLE 8 - BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT**ESSENTIAL INDICATORS**

- 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not Applicable.

The Company's average CSR obligation in the three immediately preceding financial years does not exceed ₹ 10 crores. Hence, the Company is not required to undertake an impact assessment, through an independent agency in terms of Rule 8(3)(a) of the Companies (Corporate Social Responsibility) Rules, 2014.

- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

Not Applicable.

- 3. Describe the mechanisms to receive and redress grievances of the community.**

MLL is well connected to the urban/rural communities in and around its operations. We have listening mechanisms where we understand the needs of the community and attempt to address them as per our CSR policy and management principles. We conduct thorough need assessments within our communities periodically, which helps us design our programmes with better community outreach.

- 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	49%	32%
Directly from within India	100%	100%

- 5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Location	FY 2023-24	FY 2022-23
Rural	Not available as per specified classification.	
Semi-urban		
Urban		
Metropolitan		

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

LEADERSHIP INDICATORS

- 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Not Applicable.

- 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (In INR)
1	Uttarakhand	Haridwar	37,847

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?

No. MLL has planned to develop a responsible supply chain management policy and deploy it across business verticals.

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable.

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not applicable, as the Company does not have any intellectual property owned or acquired (in the current financial year) based on traditional knowledge.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable.

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Building communities	89,787	100
2	Restoring Environment	9,424 (no. of saplings)	0
3	Education	867	100
4	Skill Development	239	100

* Women, girls, differently abled people, and LGBTQ+ communities are the main vulnerable groups.

PRINCIPLE 9 - BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company firmly focusses on offering the best services to its customers and constantly endeavours to identify and address any area of concern and redress any grievance/complaint that may arise, on priority. All the customer complaints are captured in the system and tracked until a satisfactory resolution is provided to the customer. Control Tower manages and resolves customer queries and complaints in a timely manner and delivers consistent support. Control Tower has a dedicated helpdesk team for handling customer queries and complaints through channels like apps and e-mails. Customer feedback and complaints can be addressed through e-mails to enquiries@mahindralogistics.com.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal.

Not Applicable.

3. Number of consumer complaints in respect of the following:

	FY 23-24		Remarks	FY 22-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services						NIL
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

4. Details of instances of product recalls on account of safety issues:

Not applicable.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes. MLL manages information security in conformance with the ISO 27001 standard.

If available, provide a web-link of the policy.

The Policy is available at the intranet of the Company.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

We did not face any issues related to advertising, delivery of essential services, cyber security, or customer data privacy. To ensure cyber safety for the organisation, we are maintaining a secure infrastructure to protect the confidentiality, integrity, and availability of business-critical data. This includes data security, application security, end-point security, network security, and perimeter security. We use advanced security tools and solutions like next-generation firewalls, border routers, IDS, IPS, anti-malware protection, DLP, encryption, and dual-factor authentication, among others, at each layer to ensure the highest level of security. This year's UEM programme was launched by M&M, which included the deployment of advanced security tools like DLP and endpoint security with EDR and MDR. Besides these security measures, we have taken initiative to raise cyber awareness among the end-users to make them understand the nature of cyber-security threats, how threats can jeopardise organisational security, and what employees should do if they encounter a threat.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil.

b. Percentage of data breaches involving personally identifiable information of customers

0%

c. Impact, if any, of the data breaches

None.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

LEADERSHIP INDICATORS

- 1. Channels / platforms where information on products and services of the entity can be accessed (provide web-link, if available).**

Not applicable. Since the Company is not into the manufacturing of products, the aspects pertaining to product labelling are not applicable.

- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

Not applicable. Since the Company is not into the manufacturing of products, the aspect of safe and responsible usage of products is not applicable.

- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

Refer to Principle 9, Question 6 of Leadership Indicators, in this report.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable) If yes, provide details in brief.**

Not applicable. Since the Company is not into the manufacturing of products, and aspects pertaining to product information display are not applicable.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?

Yes. MLL has implemented a comprehensive and continuous customer engagement system to capture consumer satisfaction. This system includes a monthly Service Quality Index Survey to monitor ongoing service quality and an Annual Satisfaction Survey for overall satisfaction assessment. In the reporting year FY 2023-24, we initiated monthly surveys as part of our enhanced Customer Satisfaction System, providing continuous insights into our daily operations.